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Bethany Care Society → POG Case Study

Bethany Care Society is a faith-based, charitable organization that provides health, housing, continuing care, lifestyle and support services for 7,000 seniors and persons with disabilities.

Project ... Engage an independent print consulting firm to identify the current state baseline and generate a modeled target state for an optimized distributed printer environment within Bethany. Establish a meaningful sustainment metrics to better manage the distributed fleet of copiers, printers, faxes, scanners and MFDs on an on-going basis.

Current State Findings

1. The average price per impression, at \$0.059 is 69% higher than the industry average. This is particularly concerning since all equipment is owned. This is just based on toner and service.
2. Color accounts for 37% of the total Bethany print cost. Color printing is expensive. This represents an opportunity for improvement.
3. Each of 1,458 Bethany staff prints an average of 1,249 impressions per year ... 1.8 million impressions in total. Bethany consumes 87 trees per year to support the print environment.

Modeled Target State

1. The proposed MFD-centric platform of 106 units will create a staff to device ratio of 6.3 to 1.
2. The solution has the speed, features and functionality to print an entire month's volume in 2 hours. End users will only have to fill paper trays less than once per week, on average.
3. The solution provides the equivalent of 98 copiers, 98 laser printers, 31 colour devices, 94 faxes and a standardized platform of 98 scanners that enhance end user productivity.

Financials \$80,000 → Estimated 5-year cost reduction (16%)

- Bethany currently spends \$107,000 per year to support the distributed fleet of output devices. Optimization efforts will reduce the annual cost to \$90,000.
- The \$80,000 5-year savings opportunity represents a 16% cost reduction. The modeled target state includes the cost of \$265,500 in new technology that has been merged into the recommended all-inclusive cost per page services program. (i.e. No capital was required to acquire new technology)

Solution Deliverables and Benefits

#	Benefit	Logic / Reasoning
1	New Technology at Less Cost	Capital, service plus consumables on 106 new devices for the same cost as just operating cost of 119 well-aged / well-used devices.
2	Standard MFD Technology Platform	All devices are the same or very similar. Improve support efficiency. Minimize learning curve. EnergyStar compliant technology.
3	Utility based service model	Vendor owns equipment and consumable inventory. i.e. Pay on a price per page basis.
4	Improved end user satisfaction	Increase in features, functionality, speed, paper capacity, access. Improved device reliability.
5	Everything network connected	Highly efficient metrics driven service and support program. (See all devices all the time)
6	Standardized scanning platform	MFD technology will provide standard fleet of 99 new scanners to support electronic health records.
7	No new Money Required	The projected \$80,000 in savings over the 5-year solution life cycle will be applied towards deployment. The solution will be cost neutral.